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Indy Parks Online : Help Desk

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Using Online Registration

What is Online Registration?

Online Registration is an online program registration system. This system is available 24 hours a day, 7 days a week. You can use this system to register yourself and family members for upcoming programs that are currently listed online.

Searching for programs can be done at any time. **Registration** requires a Login and Password.

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What can I do with the Online Registration system?

You can search for programs and view program registration information, register, receive confirmation of your paid registration, view recent registration history information and make payments on your account.

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What information do I need to register online?

- Your Login and Account PIN
- Valid credit card (Visa, MasterCard, Discover, American Express)

- Name and date of birth of each person you wish to register must be in your family account.
- A valid email address

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What is the transaction fee?

Indy Parks charges a \$1.00 transaction fee for each transaction, online, in person or over the phone.

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Is your system secure?

We use the latest in online payment security, as provided by Active Community Solutions. Visit Active Community Solutions for more information. The online registration system employs 128-bit encryption, the highest form of encryption generally available to the public. You will see the VeriSign symbol indicating that your data is secure.

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Can I use Internet Explorer or Netscape?

This registration system is designed for use with Microsoft Internet Explorer version 6. The site should also work just fine on many other browsers. If you are experiencing difficulty using a browser other than Microsoft Internet Explorer, or an earlier version, you may want to consider switching.

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What is your privacy policy?

Your personal information is kept confidential. Your address and e-mail are never sold to any other organization.

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Who is eligible for Indy Play-Indy Parks Online Registration?

All members of the community who currently have an active account with Indy Parks are eligible for online registration. Anyone without an active Indy Parks account can set an account up online, or by calling 317.327.PARK (7275) or come visit us at any Indy Parks Family Center to set one up.

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Can I create an account online?

Yes. Click on the **My Account** page and click the **Create New Account** button. Enter in your family account information. Click the **Submit** button. Your Login ID and Account PIN information will be emailed to the email address you provided. (Please provide email address of **Main Contact only**.)

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Who can I contact with more questions?

E-mail us at indyparkscs@indy.gov or call us at 317.327.PARK (327.7275) Monday to Friday 8:00 am-5:00pm.

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Logins and Passwords

What is my Login ID?

Each account has a Family Login ID. Each person included in a family account shares the same Family Login. It should not be shared with anyone other than those people listed on the account. Your Login ID can be changed online, by calling us at 317.327.PARK (327.7275), or by visiting any Indy Parks Family Center.

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What is my Account PIN/Password?

Each family account shares one Account PIN. Your Account PIN can be changed online, by calling us at 317.327.PARK (327.7275), or by visiting any Indy Parks Center.

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Can I change my Login ID or Account PIN?

Your Login ID can be changed by going to the **My Account** tab and clicking on **Update My Account**. The Login ID must be 4-40 characters and may include both letters and numbers.

Your Account PIN can be changed by going to the **My Account** tab and clicking on the **Change Account PIN** link. The Account PIN must be all numbers, 4 to 8 digits in length. Alternatively, you can call 317.327.PARK (7275) or visit any Indy Parks Family Center.

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What if I forget my Login and/or Account PIN?

1. If we have an email address for you on file, you can click on the **Forgot My Password** link under the **My Account** tab and enter that email address. Your Login and Account PIN will be emailed to you.
2. If we do not have your email address on file, call 317.327.PARK (327.7275) so we can add it to your file for you.

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My Account

How do I set up my account?

Click on the **My Account** page and click the **Create New Account** button. Enter your family account information, then click **Submit**. Your Login and Account PIN information will be emailed to the email address you provided. (Please provide email address of **Main Contact**.)

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What if I need to change my personal account information (address, phone number, email, etc)?

If you already have an Indy Parks online account, you can update your personal information at any time by returning to the **My Account** section. Enter your Login ID and Account PIN to gain access to your account and update any information that has changed.

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How do I add Family Members to My Account?

You may add as many members into your account as necessary.

- 1) After you receive your initial Customer Login ID and Account PIN, click on the "My Account" button.
- 2) Enter your Customer Login ID and Account PIN to login.
- 3) Select "Change Family Members".
- 4) Add the new family member information. Please include the correct date of birth for each person. This helps the online registration software to determine eligibility for age-restricted activities.

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What e-mail address should I provide for Online Registration?

Only the e-mail address of the main contact is logged into the system. This enables the main contact to control who has access to the Login and Account ID with the "Forgot My Password" function. Please remember to update your email account information in the system if it changes.

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What is your refund policy?

Refunds are not issued for Indy Parks programs. If you give Indy Parks 2 weeks or more notice prior to the program start date, Indy Parks will issue a credit to your Indy Parks account. This credit may be used for future Indy Parks programs within 12 months of issue. Refunds will be issued for any programs Indy Parks cancels.

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What can I do if I am denied access to my account?

For security reasons, your account will be locked after 3 unsuccessful login attempts; please wait 24 hours for your account to be reset and try again.

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Why am I being asked to log back in?

The registration system was inactive for a period of a half hour or longer. Please exit the system and log back in.

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Why are participants asked for their birth date?

Certain programs or activities have age requirements. Having the participant's birth date ensures registration into the correct program.

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Why do you want my email address?

Your email address is a link between you and online registration. If you forget your login and/or password, you can just click on the **Forgot My Password** function and you will immediately receive an email with both your login and password.

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Registration

How do I register for a program?

1. Click on the **Online Registration** link from www.indyparks.com website.
2. Click on the **My Basket** tab to log in with your login and password.
3. Click on **Continue Shopping** button.
4. Find the program you want
5. Click on the **ADD** button.
6. Go to the **Select a Member** drop-down list & select the person to be registered in the program.
7. You may then:
 - Register additional people for the same program by clicking on the **Add Client** box and go back to step 6 above;
 - Search for another program by clicking on the **Continue Shopping** box which will take you back to the **Activities** tab and start at step 4 above;
 - Clear all selections by clicking on the **Clear all Selections** box.

- Complete the Registration by clicking on the **Go to Checkout** box and follow step 8 below
- 8. Click on the **Make a Payment** button and make your payment by selecting the appropriate credit card type,
- 9. Enter the credit card number and the expiration date.
- 10. Click on the **Complete Transaction** button. At this point you will be asked to agree or disagree with our registration agreement (all programs). If you do not agree with these provisions, you will not be able to complete the registration process.
- 11. Your receipt will then be displayed on screen. You can print a copy of your receipt by clicking on the **Print** button at the bottom of the screen.
- 12. To logout of the system, click on the **Logout** button at the top of the screen. Always remember to logout after completing your online registration session

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What if I do not know the program course code?

There are three ways to search for a program:

1. Search by **course code** (found in the Fun Guide)
2. **Browse** for a Program: In the **Activities** tab, choose from the list of **age groups**, then on the **area of interest** for which you are looking. If you are searching for programs at a particular park, you can click on the age category and then the complex (park) in which you are interested.
3. **Advanced Search**: In the **Activities** tab, click on **Advanced Search**. You may perform a search by **complex** from the drop down menu, or by typing in a **keyword** that describes the program for which you are looking. The search will return all programs with that keyword in the title. For example, if you are looking for a tennis class, enter **Tennis** in the search field and all tennis programs will be displayed on screen. *You must make sure that the key word is spelled correctly.* You may also limit the search results by selecting specific **days** the class is available, or a **date range** during which the class will be taught.

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How can I tell if a course is available or if I have been waitlisted?

When searching for a program, before adding it to your basket, there will either be an ADD or WAITLIST button. When viewing My Basket, check to see if a program fee appears under the Fee column, indicating that you are registered, or if the word "Waitlist" appears, indicating the course is full and that you have been waitlisted. Please note: If you waitlist for a program and then register for the same program (but a different session date), the waitlist position may automatically be deleted by the system. If you still wish to be waitlisted for your first choice, go back and waitlist again.

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What if there are no spots available in the program I want?

You can add your name to the waitlist for the program by clicking on the **waitlist** button. This does not commit you to the program if a spot becomes available. You will be contacted you if a spot comes available and you may then register or decline.

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How will I know if a space becomes available in a program I'm waitlisted for?

When a space becomes available in a program you are waitlisted for, our Registration Staff will call you to see whether you are still interested in registering for the program.

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How can I verify/see what programs the members on my account are currently registered in?

Click on **My Account** and sign in. Once you have successfully signed in, the **My Account** page will contain the names of all of your account members. Click on **History** for each account member's current registrations or on **All Members** to see details of current registrations for all members in your account.

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Can I register a child/person from another family?

No. Only the legal guardian can register a participant who is a minor.

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Can I withdraw from a program online?

Class withdraws cannot be processed using this online registration system. Please contact 317.327.PARK or the park where the program is taking place.

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Can I transfer to another program online?

Class transfers cannot be processed using the online registration system. Please contact 317.327.Park

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What are the registration start dates?

The Registration start dates vary by session. To get the most up to date information you can search for your course online and the registration date will be displayed there, or you can come into any of our facilities in person to obtain our schedule.

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Why isn't there an ADD button for my class?

Not every class is available for online registration. Only classes that allow online registration have an ADD button or a Waitlist button if full. To register for a class that is not available for online registration, simply call 317.327.PARK (credit card only) or visit the Indy Parks Center offering the class.

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When should I register?

Online registration begins for programs at 8:00 a.m. on the date of the program session registration.

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Are there programs that are not available in this registration system?

Some programs have not been setup for online registration due to the complexity of the course setup. If you don't see your program online, please come into any local park complex to register.

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